

Session 55 – Spain

Recommendations to the UN Committee on the Rights of the Child for the review of Spain under the Convention on the Rights of the Child

Prepared by Child Helpline International and Telefono ANAR – April 2010

Recommendation 1

The government of Spain should work together with Telefono ANAR in the following ways:

- Supporting the implementation of the harmonized European social value number 116 111 through: awareness raising and publicity campaigns; facilitating the coordination between the Autonomous Communities and Telefono ANAR; supporting the project financially as well as with resources to meet the conditions inherent to the implementation of the harmonized number, such as service in several languages and access for disabled users.
- Ensure that there is only Telefono ANAR will be using the 116 111. Only in this way can quality standards, and defined criteria in relation to specialized, professional counseling for children, standard referral procedures to social services, security services, health professionals, etc. be met
- Supporting the implementation of 116 111 throughout Europe and helping with the issues surrounding interconnection and roaming, and by supporting quality standards in children helpline services throughout the continent.
- Acknowledging Telefono ANAR as a fundamental child protection tool, and as an instrument toward the prevention and detection of violence against children.

Recommendation 2

The Government of Spain should increase its support for the dissemination and visibility of the data that is collected by Telefono ANAR on children’s issues. The Government should use Telefono ANAR as a viable and trustworthy source of data on children’s issues in order to formulate child-focused government policies. The data from the harmonized number 116 111 will be fractionalized if the service is not provided by a single, nationwide source.

Recommendation 3

Government support for the helpline should include adequate funding to cover the cost of providing ongoing services, as well as the anticipated increase in demand for helpline services that will accompany the implementation of the 116 111 harmonised number.

Background information

Established in 1994, Telefono ANAR is a national, toll-free helpline for children and young people. It is operational 7 days a week, 24 hours a day, and is staffed by licensed, specifically trained professionals. Fundacion ANAR (the helpline’s parent organization, established in 1970), is expending enormous effort with the Autonomous Communities of Spain so that the 116 111 number will be operated by Telefono ANAR for the entire country.

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